



CSCO-38240

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

BUONANNO, et al.

Serial Number: 09/766,175

Filing Date: January 18, 2001

For: PROACTIVE CALL AND CONTACT
CENTER SYSTEM

PATENT

Examiner: Borissov,
Igor N.

Art Unit: 3629

Hon. Assistant Commissioner for Patents
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

Dear Sir:

In response to the Office Action mailed on March 6, 2003, Applicants respectfully request further examination and reconsideration of the above captioned patent application in view of the arguments and amendments set forth below.

RECEIVED
JUN 13 2003
GROUP 3600

Serial No.: 09/766,175

Examiner: Borissov, I.
Art Unit: 3629